

“When I walk into a WorkSource Center”

I arrived at WorkSource for *one of several* reasons:

- I filed for unemployment insurance last week and received a letter inviting me to a group orientation of WorkSource Services. We call this Job Hunter – Orientation – Module One,
- I applied for public assistance (cash welfare) at the local community DSHS office—and they have referred me to begin my job search in the ESD sponsored “WorkFirst” “Employment Services” program,
- A partner may have referred me (from the WDC, college, housing program, etc) and the partner has identified that WorkSource ESD is the best avenue to meet my employment needs,
- I am a current unemployment insurance claimant and was randomly selected for an individual interview to have my job search log reviewed for accuracy
- I want to apply for Unemployment Insurance
- I am simply looking for a job.
- I am researching information about the labor market or local training programs, but am not yet ready to look for work or enroll in training.
- I am a relative of a youth who is receiving services and want to make sure the youth is receiving appropriate services.
- I have questions about the legality of my current employment situation and am concerned that I am not getting the wages promised, have not been paid for work performed, or are concerned that I may have been a victim of discrimination.
- I want to learn more about services available for veterans.

“As I enter the WorkSource door”

- I am immediately greeted by a staff person in a very friendly way.
- I am “assessed” or “triaged” to determine my needs. I am asked what brings me in today (am I looking for work, training information; was I referred? Do I have an appointment for a class?)
- If I am looking for work or training, I am immediately provided with:
 1. An orientation to the Resource Room. They let me know, “make this your personal office”. They let me know they have high end computers, internet access, resume programs, printers, resume paper, phones and staff assistance.

2. They provide me with a calendar of the Job Hunter Workshops and I am invited to attend any or all, free of charge. They include workshops on interviews, writing resumes and learning the local labor market.
3. They show me how to use the website “www.go2worksource.com to apply for jobs--24 hours a day, and for jobs locally, state-wide and nation-wide.
4. If there will be an expectation of an on-going relationship with WorkSource or if funds are expended to provide a service that day, they offer me a registration when current contact information and my skills and abilities are captured.
5. If I am already registered, they check my name to assure that I am “registered to work”. They update my “skills”, “work experience” and “desired employment” to assure that my records are accurate.

If I am applying for Unemployment Insurance: In addition to the orientation bullets (1-4 above), I am shown how to start the process by:

- a) being directed to our Phone KIOSKS that connect directly to the TeleCenter
- b) being directed to the internet, www.go2ui.com to open my claim electronically, or
- c) given the list of phone numbers so that I can open my claim from home.

If I am not looking for work or training:

They explain that use of the facility is primarily by those who are actively seeking employment or other employment (for those who are currently working) and those who are seeking training information/opportunities. They briefly explain about available services and that access to computers can be limited, depending on how busy the computers are and the likelihood for on-going use of the computers. I am encouraged to ask questions and for assistance if needed.

If I was referred from the DSHS Community Office next door, or across town,

- I am greeted just like all other customers and evaluated for services.
- I am provided a WorkSource orientation,
- I am introduced to a WorkFirst Counselor to begin an initial assessment and to decide on a plan of service(s) to meet my needs. Typically - I am provided:

1. I am provided information on the services available and how to access access them. Services such as:
 - what resources are available in the facility
 - availability of short term training and other training options
 - job search assistance
 - support services (assistance with clothes/transportation) and
 - about other local resources which may be of assistance
2. I am informed about the WorkFirst Program and what is expected of me while participating in the program.
3. I complete a Work Skill assessment to help me identify my interests, abilities and work values. I use this information to complete a “Steps to Employment Plan” which can be used to provided direction toward appropriate services, job preparation activities and when ready seeking employment..
4. I am provided an “Activity Planner” by my WorkFirst Employment Counselor. I use the Activity Planner to:
 - Remind my of the workshops I am scheduled for to complete my Job Search Competencies (Interviewing, Resume, etc.) and
 - To complete any tasks assigned by my employment counselor (contact school regarding training, conducting informational job interviews, etc.)
5. With the completion of my Job Search Competencies I am provided targeted job referrals.
6. I meet with my WorkFirst Employment counselor a minimum of weekly to go over my previous week’s activities, plan my next week’s activities and to determine if I have any support service needs.